

**INFORMATION TECHNOLOGY  
RESOURCE MANAGEMENT COUNCIL (ITRMC)  
MEETING MINUTES  
*Approved by Council***

**May 26, 1999**

8:30 a.m. East Conference Room, Joe R. Williams Building  
700 West State Street, Boise, Idaho

The May 26, 1999 meeting of the Information Technology Resource Management Council (ITRMC) was held in the East Conference Room of the Joe R. Williams Building, 700 West State Street, Boise, Idaho.

**CALL TO ORDER, WELCOME**

The meeting was called to order by **Pam Ahrens**, Council Chairman, who welcomed new member, **Eric Beck**, Information Systems Manager for the Department of Labor, as IS Manager Representative.

**ATTENDANCE**

**Members/Designates Present:**

Ms. Pam Ahrens, Chairman  
Mr. Ken Harward, Local Government Rep.  
Mr. Ed Strickfaden, Public Safety Official  
J.D. Williams, Elected Officer Rep.  
Mr. John Peay, Judiciary Representative  
Senator Clint Stennett, Idaho Senate  
Sen. Hal Bunderson, Idaho Senate  
Mr. Eric Beck, Agency IS Representative  
Dr. Marilyn Howard, Supt. of Public Instr.  
Dr. Gregory Fitch, State Bd. of Education

**Absent Members:**

Mr. Dwight Bower, Agency Exec. Officer  
Mr. Raymond Sasso, Private Industry Rep.  
Ms. Cindy Siddoway, Rural Interests Rep.  
Rep. Randy Hansen, Idaho House  
Mr. Karl Kurtz, Agency Exec. Officer  
Rep. Bert Marley, Idaho House

\*Mr. Keith Bumsted, Agency Exec. Officer  
\*Mr. Dave Humphrey, Agency Exec. Officer  
\*Mr. Hal Turner, Elected Officer

*\*Designate*

### **Others Present:**

Mr. Ken Miller, <u>The Idaho Statesman</u>	Mr. Dave Schunke, Idaho PUC
Mr. Marc McRobert, Metamor	Mr. Laird Justin, SCO
Mr. James Watson, Tax Commission	Mr. Chris Volk, CRI
Mr. Rick Gerrard, U S WEST	Mr. Jeff Shinn, DFM
Mr. Dan Terrio, LCSC	Mr. Jerry Bassett, Health and Welfare
Mr. Brad Alvaro, IDOC	Mr. Steve Stewart, Metamor
Mr. Mark Little, Dept. of Administration	Mr. Joe Roche, Dept. of Administration
Mr. Scott Beltz, Groundwork Consulting	Mr. Greg MacMillan, ComputerLand
Mr. David Rich, DLE	Mr. Byron Keely, LHTAC
Ms. Connie Spofford, Industrial Comm.	Mr. Dean Merritt, Dept. of Insurance
Miles Browne, ITRMC Project Team	Mr. Rick Townsend, Y2K Consultant
Ms. Pat Wynn, ITRMC Project Team	Mr. Phil Crook, ITRMC Project Team
Mr. Mike Fisher, Y2K Consultant	Mr. Jeff Rompala, ITRMC Project Team
Ms. Tana Shillingstad, Office of Governor	

### **MOTION TO APPROVE APRIL 21, 1999 MEETING MINUTES**

**Ed Strickfaden, Department of Law Enforcement and Public Safety Official for the Council, moved that the minutes from the April 21, 1999 meeting be approved as written. Judiciary Representative, John Peay, seconded the motion and it passed unanimously.**

### **IT PROJECT RISK ASSESSMENT/LEGISLATIVE AUDITS**

**Carl Bianchi**, Director of Legislative Services, reviewed a new pilot initiative to help state government agencies assess and minimize the risk of large-scale, IT project failures. The LSO effort compliments similar processes developed by the ITRMC, Division of Financial Management, and the Legislative Budget Services Office.

Bianchi explained the high costs to government of implementing and overhauling information systems that go bad, with many IT system implementations cancelled entirely. LSO is proposing to take a closer look at some of Idaho State government's larger IT systems and perform an audit, utilizing standard auditing techniques to determine if those techniques work. The objective is to identify IT systems, which may be in trouble, early on in the process. LSO has also developed a set of IS Risk Assessment Standards in easy to understand language and terminology and is making the information available to all state agencies.

The standards are being piloted currently at the Department of Water Resources, Bianchi said, and the lessons and experiences learned there will be utilized at other agencies. The Tax Commission has also expressed an interest in participating in the LSO pilot project.

Council Member **J.D. Williams** expressed his appreciation to Bianchi and the LSO pilot initiative by commenting there is going to be huge expenditures by state government in

the information technology arena. Project management is a difficult challenge, and we've already adopted some things here, but knowing there is going to be this review, will be very helpful.

## **Y2K LOCAL GOVERNMENT PREPAREDNESS**

**Ken Harward**, executive director of the Association of Idaho Cities, and local government representative for the Council, presented a report on Y2K readiness efforts and preparations within local government. Harward quoted an article from the National League of Cities, which carried results of a recent survey of nationwide city officials regarding Y2K preparedness.

"With only eight months left until the new millennium, the nation's city officials are confident they will meet the computer challenge posed by year 2000," Harward said, referring to the article. The survey of city officials at the League of Cities March 1999 conference, found that 84 percent of several hundred local leaders responding, reported they anticipate that most of their critical computer systems will be Y2K compliant by the turn of the century. The survey also indicated, Harward continued that nine out of ten local governments would have a contingency plan in place by December 31, 1999 covering a high percentage of their critical systems.

Now, more than ever, Harward explained, there is a high degree of optimism and hope regarding this issue, with Idaho cities and counties very aware of the risks and in the process of completing necessary contingency plans. He said extensive training has been provided to some 200 cities within Idaho and that all 44 counties have received Y2K information to assist them in their awareness and preparedness efforts. The Association of Idaho Cities has compiled a "Contingency Planning Guidebook for Local Governments" and has made it widely available throughout the state.

**Council Chair Ahrens** inquired about Y2K readiness within Highway and Public School Districts. Brian Keely, representing the Highway Districts, explained they are working closely with the Idaho Department of Transportation. She then invited Dr. Marilyn Howard, ITRMC member and Superintendent of Public Instruction, to report on Y2K preparations throughout public schools at an upcoming meeting of the Council.

## **Y2K PUBLIC AWARENESS PROPOSALS, RECOMMENDATIONS**

**Miles Browne**, ITRMC project team, reviewed the process of developing Y2K public awareness proposals for consideration by the Governor's Office. In March, at the request of the Council, state agency public information and Y2K coordinators met to discuss public awareness needs. As an outcome of that meeting, a work group was formed to develop specific proposals for the Governor to consider in making the public more aware of the Y2K issue and the need for preparedness on their behalf.

Y2K public awareness proposals included the suggested appointment of a Y2K Public Awareness Coordinator and the naming of a Y2K spokesperson on behalf of the

Governor's Office. Browne said the state agencies have been addressing the public from a focus of what government has been doing to get ready for the Y2K. We've done a good job in terms of reporting what agencies have been getting done, he added.

The next logical step, he continued, is to get a quality, accurate statement of what the public can do to become adequately prepared for this issue and to reassure them of what is being done in such key areas as public safety and utilities, transport facilities, assuring continued provision of vital services as banking, food and fuel distribution, pharmaceutical supplies, grocery store and hospital/clinic operations, etc.

Judiciary Member, **John Peay**, suggested that it be communicated in some way, the fact that the ITRMC has been addressing this issue for some time, since spring of 1996 and that work is not now just beginning.

After further discussion, the Council recommended the project team move ahead in providing proposals and related information to the Governor's Office for consideration. The Council directed the project team to prepare a mid-year status report of where state agencies are in their remediation processes and where they expect to be at the end of the year. Members also suggested the materials highlight:

- State of Idaho's top ten standing in a NASIRE statewide report on Y2K state government preparedness,
- Reference to state's collaborative activities with local government,
- Development of timely and helpful information on state's Y2K website,
- Retention of and contract partnership with Metamor Information Solutions to assist state agencies in assessment, inventory, testing, remediation and implementation activities; and inclusion of a Public Agency Clause allowing all local government entities the ability to utilize Y2K state services,
- Positive results, but recognize risks remain and clearly document them as well, and
- Accessibility of contingency planning documents, guidelines, and the development of excellent contingency planning efforts completed or underway.

The project team was directed by the Council to revise the proposal letter to reflect member comments and suggestions regarding ITRMC progress in addressing the Y2K issue. Chairman Ahrens suggested the report be prepared and provided for advance review for members before the next Council meeting on June 23.

Council Designate Member **Keith Bumsted** recommended that information be provided to the public on agency progress on a monthly basis between now and into the New Year.

**Dave Schunke**, Idaho Public Utilities Commission, reported that all utilities are expected to meet on June 30 and that a Y2K report will probably be issued. He encouraged a public awareness thrust that pulled the key Y2K readiness status of industry, business, utilities, and government together.

## **Y2K UPDATE**

Rick Townsend, Y2K consultant for the project team, updated the council on the current status of agency readiness. He said remediation activities are moving well, and that in most cases, agencies are progressing in areas they have set as deadlines for themselves and expect to accomplish their goals. He indicated that some independent Y2K verifications of completed work are taking place and have included such agencies as the Department of Labor and its Unemployment System.

Business continuity and contingency planning is a bigger issue now, Townsend continued, citing the major risk coming from outside influences which may impact upon an agency's ability to provide services. Agencies need to be proactive, he said, in putting those plans in place.

As Y2K work is completing on agency projects, Metamor Information Solutions (formerly COMSYS), the state's consulting partner for Y2K assessment, testing, remediation contract services, reported that activity is beginning to fall off. Independent verification of what agencies have done to be Y2K ready is the next step in the process.

## **REVIEW, DRAFT STANDARDIZATION POLICY**

Miles Browne opened the discussion on the draft Standardization Policy by reviewing its key components – network operating systems and electronic mail. Eighteen months ago the project team, at the direction of the Council, looked at the inability of state agencies to share documents back and forth between their respective computing systems.

At that time, we had great difficulty just sending e-mail to one another, he said, citing the existence of at least nine separate e-mail systems with nine different required skill sets for employees. The draft policy was put in place, he explained, as a process or method to encourage state agencies to consider standardization as a way to share human and IT resources. However, reasons to standardize today are different than they were then, Browne added. As an example, e-mail systems because of evolving technology, have progressed to a point where we don't have a problem. They are all industry standard, and e-mail can be shared.

The IT Asset Summary for the State of Idaho shows there are 81 non-standard network operating systems and related servers throughout state agencies. By going to a standardization policy, the project team estimates a potential reduction of IT expenses of between 10 and 15 percent, or a cost savings of \$13 to \$20 million dollars. To implement a statewide standardization policy, no matter who the vendor(s) will be, the project team estimates a cost of \$6 to \$9 million.

As a normal part of the agency IT review process by the project team, Browne believes the project team can guide agencies and assist them in their decisions of working toward standardization, with many already moving in that direction. He asked for Council direction, citing the possibility that perhaps no policy is needed now due to agencies'

normal migration to system standardization because of ever changing and evolving technologies.

Browne made the following recommendations to the Council regarding the draft policy:

- Policy as drafted is no longer needed.
- The states move to establish an enterprise-wide, vendor specific contract as discussed. Financial incentives from the contract will further assist the standardization process.

Brown emphasized that a technical standard needs to be in place and the policy would reflect that.

**Dr. Gregory Fitch**, Member Representative the State Board of Education, suggested that a document be developed that simply identifies standardization as a policy and provides parameters or guidelines for agencies to follow in moving toward that goal. The guidelines then can address changes in technology. Governance is already in place for written authorization of IT implementation.

The Council directed the project team to move forward with revision of the draft policy to reflect the council's discussion, provide advance copies to members and be prepared to review document at meeting on June 23.

**Laird Justin**, representing Council Member and State Controller J.D. Williams, expressed his concern that there may be a lack of awareness regarding the human resource ramifications of integrating such a standardization policy. He said much confusion exists as to where e-mail starts and stops, and where network systems start and stop, and that a point of reference is needed primarily for new entries. **John Peay**, Judiciary Member, added that he believed standardization is really more of a management issue as it is one of policy.

**Council Chair Ahrens** recommended that the project team research the issue as expressed by Mr. Justin, provide a cost analysis on user training, rework the draft and bring back to the June 23 meeting for final review. If there are additional cost figures the ITRMC needs to look at, the Council will discuss at that time also.

### **PROJECT TEAM STATUS REPORTS**

Project team members reviewed the current status of ongoing projects. They included:

- **Miles Browne** reported on the status of filling the GIS (Geographic Information Systems) Project Team position. More than 28 resumes have been received from very qualified candidates. A review committee will meet soon with top candidates.
- The **Document Management RFP** letter of intent has been signed, with awarding of contract possible in mid-July. Departments of Labor, Water Resources and Tax Commission are eagerly awaiting to utilize contract before year's end.
- **Jan Cox**, Division of Purchasing, reported the **E-Mall** pilot project is up and running and involves participating states of Idaho, New York, Massachusetts, Texas, and

Utah. Orders are being placed using various electronic catalogues currently on-line. ***Micron Electronics*** is the State of Idaho's business partner on the special pilot project. Governor Dirk Kempthorne conducted a press conference announcing the pilot program involving the State of Idaho.

- **Phil Crook**, ITRMC project team, reported that the **Access Idaho RFP** is in the final stage of development and the RFP should be out on the street within two weeks.
- **Mark Little**, Division of Purchasing, reported on changes within statewide **contracts and services**. He stated that letters of intent would be sent out by Friday, May 29, 1999, relative to CISCO router RFP and Wide Area Network RFP.

### **NEW BUSINESS AND ADJOURNMENT**

Council Chair Ahrens placed the following items on the agenda for the June 23 ITRMC meeting. They include Public School Y2K Report; GIS real property software demonstration, and the final draft on Standardization for review. Being there was no new business to come before the Council, Chairman Ahrens adjourned the meeting at 11:30 a.m.

Respectfully Submitted,

Pat Wynn  
ITRMC Project Team

**Next Meeting: Wednesday, June 23, 1999**, 8:30 to 11:30 a.m., East Conference Room,  
Joe R. Williams Building, 700 West State Street, Boise, ID.  
(Note: June 23 meeting cancelled, rescheduled to July 21.)

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